
CDC+ Connection – Your Monthly Source of Updates and Helpful Information

July Statement Shows PPL Balance

The July statement accompanying this CDC+ Connection show the balance that has been transferred to your account from when Public Partnerships LLC (PPL) was the CDC+ F/EA. You all received your “PPL Statement” that gave you all the activity on your account from July 2007 through February 2008. Please be assured that even though this balance has now been transferred to your account, if you mailed your PPL Statement Reconciliation Form to APD by August 31, the balance will be corrected if it is found to be incorrect after reviewing the documents you sent.

Secure Web-based Payroll System

As with any new system, a few problems are to be expected. We hope you will bear with us as we make corrections to the system once we learn of problems you have been experiencing.

When you access the secure system, you will enter the userID (username) you were provided by mail and the password that you received from Customer Service. If the system gives you an error message at this point, there is a problem with the userID or password that you entered. Please check the following before calling Customer Service:

- ◆ Be sure the userID you are using is the correct one for the consumer or the representative, whoever is entering the system, and confirm that the userID is the correct one for the web-based system, not the Interactive Voice Response (IVR) system. You received separate letters that provided these numbers to you.
- ◆ Be sure the password you are using is the correct one for the consumer or the representative, whoever is entering the system and confirm that the password is entered exactly as it was given to you by the Customer Service Representative. The password is case sensitive.

After double checking this information and re-entering the userID and password, if you still get an error message, please call Customer Service at 1-866-761-7043 (M-F, 8am-5pm). They will take your payroll information on the phone and help you figure out what the problem is. If you call on

Monday or Tuesday when they are taking payroll calls, they may ask you to call back later in the week when they are not so busy. They will have to issue you a new password because they do not have access to your password. It is very important they be able to take the time to “troubleshoot” the problem you were experiencing so they can explain it to the technical contractor.

While this new system is being implemented, please do your best to call in your providers’ payroll early and during Customer Service hours in case there is a problem. We do not want you to miss a payroll when we could have helped you!

“Unsecure” Web-based Payroll System has been Shut Down

As you were informed in an earlier edition of the CDC+ Connection, the unsecure Web payroll system has been removed from the CDC+ Web site. In order to access the secure Web payroll system, you must have a userID and password. Letters were mailed to every Participant and Representative giving them their userID numbers and asking them to call Customer Service to get their passwords. You must have that userID number when you call Customer Service or you cannot get your password. If you cannot locate the letter that was sent to you, you must ask Customer Service to mail another letter to you.

Due to confidentiality, only participants or their representatives are permitted to obtain a password and it is strictly prohibited for the userIDs and passwords to be shared with or used by anyone other than the participant or representative to whom they were issued. Such unauthorized use may result in the participant’s disenrollment from CDC+.

Please be sure to read the User Guide for the web-based payroll system that was mailed to each CDC+ Participant or their Representative. It is also available on the CDC+ Web site, <http://apd.myflorida.com/cdcplus>.

H1N1 Virus Information

The Florida Department of Health (DOH) has set up a comprehensive website that provides the latest information and best practices regarding the H1N1 Virus: www.myflusafety.com. If you have any questions regarding the H1N1 Virus, you may e-mail DOH at DOHH1N1Comms@doh.state.fl.us or call them toll free at: 1-877-352-3581 (8am-8pm daily).